



City of Austin - JOB DESCRIPTION



Austin Energy Customer Service Process Manager

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	10371	Salary Grade:	ZN1
Approved:	December 01, 2000	Last Revised:	January 30, 2008

Purpose:

Under nominal direction, manages and supervises staff and programs related to the operation of the Austin Energy Customer Service Center.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Develops, implements, and evaluates effectiveness of programs and activities related to the operation of the Austin Energy Customer Service Center.
2. Manages a twenty-four hour customer service center, single point of contact for Austin Energy customers.
3. Analyzes and evaluate activities of the "Best-in-Class" customer service centers.
4. Develops techniques to improve Austin Energy's service to its customers.
5. Evaluates technology and process improvements for possible inclusion in Austin Energy's customer service function.
6. Ensures compliance with training guidelines, processes and procedures.
7. Analyzes customer survey and quality assurance data
8. Develops strategic goals, objectives, and resource requirements for activities

Responsibilities - Supervisor and/or Leadership Exercised:

- Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of fiscal planning and budget preparation.
- Knowledge of city practice, policy, and procedure.
- Knowledge of utility billing practices, industry, and business operations.
- Knowledge of supervisory and managerial techniques and principles.
- Skill in oral and written communications.
- Skill in handling hostile conflict and uncertain situations.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Skill in data analysis and problem solving.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to train others.
- Ability to quickly recognize and analyze irregular events.
- Ability to establish and maintain excellent communication and working relationships with city personnel and the public.
- Ability to identify and assess potential process improvements.
- Ability to manage multiple programs, projects, and tasks.

Minimum Qualifications:

- Graduation from an accredited four-year college or university with major course work in Business, or in a field related to the job, plus eight (8) years related experience, two (2) years of which were in a supervisory capacity.
- Education or experience may be substituted up to a maximum of four (4) years.

Licenses and Certifications Required:

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.